# 2016 & 2017 BIENNIAL REPORT



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# **DIFP OVERVIEW**

The Department of Insurance, Financial Institutions and Professional Registration (DIFP) protects Missouri consumers through our oversight of the insurance industry, banks, credit unions and various professional licensees operating in the state.

DIFP is organized into the director's office, which oversees the department and seven divisions:

Insurance Consumer Affairs
Division: Acts as a liaison between
the consumer and the insurance
industry by receiving complaints
against insurance companies,
insurance producers (agents) and
other licensees.

Investigates complaints to ensure consumers are being treated fairly under the law.

Conducts education and outreach to Missouri consumers about insurance topics.

**Insurance Market Regulation Division:** Reviews insurance policy forms and materials to ensure compliance with Missouri laws and regulations.

Conducts market analysis and market conduct examinations of insurance companies to protect policy holders and ensure laws are followed.

Monitors Missouri's insurance market through the collection and compilation of industry financial and claim data.

Insurance Company Regulation
Division: Monitors and analyzes
the financial solvency of insurance
companies licensed in Missouri to
ensure consumer claims can be paid.

Licenses and regulates captive insurance companies, authorized reinsurance companies and other insurance-related entities.

Reviews all premium tax, surplus lines tax and captive premium tax filings.

### **Division of Credit Unions:**

Examines and oversees Missouri's 100 state-chartered credit unions.

Responds to consumer complaints concerning credit union services or operations.

Division of Finance: Examines and oversees Missouri's 241 state-chartered banks, 5 non-deposit trust companies and 4 savings and loan associations to ensure their safety and soundness so consumers' deposits are safe and the public is confident in Missouri's financial system.

Licenses and regulates consumer credit companies, credit services organizations, money order companies, mortgage broker companies and mortgage loan originators.

Division of Professional Registration: Supports 41 professional licensing boards and commissions in licensing and regulating the activities of Missouri professionals.

The boards and commissions process applications, administer examinations and, when warranted, conduct investigations into possible professional misconduct and may take disciplinary action against the practitioner.

Administration Division: Provides general operational support within DIFP including preparation of DIFP's annual budget, fiscal management of state insurance funds and federal grants, oversight of human resources and information technology coordination.

Licenses insurance producers (agents and agencies) operating within Missouri as well as licenses and registers various other insurance-related entities.

Oversees the CLAIM program, which provides free counseling for Missouri Medicare recipients and their caregivers.

# **2016-2017 NATIONAL LEADERSHIP ROLES**

DIFP continues to make a national mark as a leader in state-based regulation. Department leaders hold positions in national associations, giving prominent voice to Missouri's common-sense approach to regulation and consumer protection.



Angela Nelson, director of the Division of Market Regulation and Chief Industry Liaison, is chair of the Consumer Readability and Transparency Working Group (NAIC C Committee) and the Consumer Information Subgroup (NAIC

B Committee). She is also a member of Big
Data Working Group (EX), Speed to Market
Working Group (EX), ERISA Working Group
(B), Catastrophe Insurance Working Group (C),
Advisory Organization Examination Oversight
Working Group (C), Terrorism Implementation
Working Group (C), Travel Insurance Working
Group (C), Auto Insurance Study Group (C/D) and
NAIC\IAIABC Joint Working Group (C).



Mary Mealer, life and health manager for the Division of Market Regulation, chairs the Product Standards Committee, IIPRC and the Life Insurance Buyer's Guide Working Group (A). She is a member of Life Insurance Illustration Issues

Working Group (A), ERISA Working Group (B), Long-Term Care Shopper's Guide Working Group (B) and Short Duration Long-Term Care Policies Subgroup (B).



Molly White, market reforms initiatives manager for the Division of Market Regulation, serves on the Medical Professional Liability Working Group (C)



Jim Mealer, chief market conduct examiner for the Division of Market Regulation, is vice chair of the Market Conduct Examination Standards Working Group (D). He also is a member of the Advisory

Organization Examination Oversight Working Group (C), Market Actions Working Group (D), Market Analysis Procedures Working Group (D) and Market Conduct Annual Statement Blanks Working Group (D).



**Dr. Brent Kabler,** chief statistician for the Division of Market Regulation, chairs the Market Information Systems Research and Development Working Group (D), and is a member of the Big Data

Working Group (EX), Medical Professional Liability Working Group (C) and Market Conduct Annual Statement Blanks Working Group (D).



Martha Long, market conduct examiner-in-charge for the Division of Market Regulation, serves on the Executive Committee for the IRES Board of Directors. She was elected secretary and is chair of the

IRES Meetings and Elections Committee.



John Rehagen, director of the Company Regulation Division, is chair of the Reinsurance Financial Analysis (E) Working Group and also serves on the NAIC's Variable Annuities Issues (E) Working Group, ComFrame Development and Analysis

(G) Working Group, Qualified Jurisdiction (E)Working Group, Mortgage Guarantee Insurance(E) Working Group and the Valuation Analysis (E)Working Group.



Leslie Nehring, chief financial examiner for the Company Regulation Division, is the Co-Chair of the NAIC's Risk Focused Surveillance (E) Working Group, serves on the NAIC's Financial Analysis (E) Working Group, Financial Examiners

Coordination (E) Working Group, Financial Examiners Handbook (E) Technical Group, Group Solvency Issues (E) Working Group, Group Capital Calculation (E) Working Group, NAIC/AICPA (E) Working Group, Risk Limiting Contracts (E) Working Group, ORSA Implementation (E) Subgroup. She also serves on the board of Governors of the Society of Financial Examiners.



**Debbie Doggett,** chief financial analyst for the Company Regulation Division, serves on the NAIC's Financial Analysis Handbook (E) Working Group, Financial Analysis Research and Development (E) Working Group, National Treatment and

Coordination (E) Working Group and the Blanks (E) Working Group



Mike Shadowens, assistant chief financial examiner for the Company Regulation Division, serves on the Board of Governors for the Society of Financial Examiners. He is Missouri's designated state chair for the society and serves

on the NAIC's Financial Examiners Coordination (E) Working Group.



Levi Nwasoria, assistant chief financial examiner for the Company Regulation Division, serves on the NAIC/AICPA (E) Working Group, Financial Examiners Handbook (E) Technical Group and IT Examination (E) Working Group.



William Leung, supervising life and health actuary for the Company Regulation Division, serves on the Variable Annuities Issues (E) Working Group, Life Risk Based Capital (E) Working Group, C-3 Phase II/AG 43 (E/A) Subgroup, Long-term

Care Pricing (B) Subgroup, VM-22 (A) Subgroup, Valuation Analysis (E) Working Group, and Life Actuarial (A) Task Force.



Julie Lederer, property and casualty actuary for the Company Regulation Division, is the chair of the NAIC's Actuarial Opinion (C) Working Group and serves on the Casualty Actuarial and Statistical (C) Task Force and ORSA Implementation

(E) Subgroup. She is a member of the Casualty Actuarial Society's Reserves Committee and a copy editor for the Casualty Actuarial Society's bimonthly magazine, the Actuarial Review.



**Tamara Kopp,** senior counsel for receivership, serves on the International Association of Insurance Receivers (IAIR) Board of Directors and the Receivers & Guaranty Fund Relations Committee. She also

covers the NAIC's Receivership and Insolvency (E) Task Force and its subsidiary work streams and working groups and the NAIC's Receivership Large Deductible Workers Compensation (E) Working Group.



**Ken Bonnot,** director of the Division of Credit Unions, serves on the Legislative and Regulatory Affairs Committee of the National Association of Credit Union Supervisors.



**Derek Storms,** Mortgage Examiner, serves on the NMLS Multi-State Servicing Exam Working Group



**Sam Marcum,** senior Mortgage Examiner, serves on the NMLS Mortgage Call Report Working Group and the NMLS Risk Profile Working Group.



Mick Campbell, supervisor of Mortgage Licensing, serves on the NMLS 2.0 Development Steering Committee and AARMR Foreign National Licensing Working Group.



Joe Crider, supervisor of Consumer Credit, serves on a number of committees with the National Association of Consumer Credit Administrators. For the 2016-2017 term he was a member of the Nomination

Committee, Past-President Advisory Committee, Continuing Education Committee, and the DSA Selection Committee.



Lori Scheidt, executive director of the Board of Nursing, serves as Director-at-Large for the National Council of State Boards of Nursing (NCSBN), Missouri's commissioner for the Nurse Licensure Compact and is on the

nurse licensure compact compliance committee.



**Bibi Schultz,** director of education for the Board of Nursing, serves on the M-SARA steering and the National Council of State Boards of Nursing's Education Standards and Metrics Committee.



Carrie Couch, director of the Division of Consumer Affairs, serves on the Anti-Fraud (D) Task Force, Public Adjuster (C/D) Working Group, Title Insurance (C) Task Force and Producer Licensing (D) Task Force.



**Jeana Thomas,** manager of the property and casualty section for the Division of Consumer Affairs, serves on the NAIC's SBS Product Steering Committee.



# **2016 DEPARTMENT LEADERSHIP TEAM**



John Huff
Department
Director



James S. McAdams

Deputy Director



**Rich Lamb**Legislative
Director



Carrie Couch
Insurance
Consumer
Affairs
Director



Angela Nelson Insurance Market Regulation Director



Insurance Company Regulation Director



Grady Martin
Administration
Director
& Acting
Communication
Director



**Kincannon**Acting Finance
Commissioner

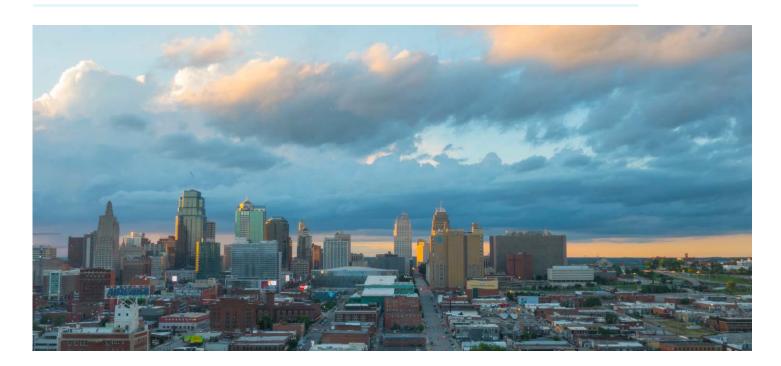


**Ken Bonnot**Credit Unions
Director



Professional Registration Director

# MISSOURI DEPARTMENT OF INSURANCE'S REGULATORY SUMMIT HIGHLIGHTS INNOVATION AND CHANGE WITHIN THE INDUSTRY



The Missouri Department of Insurance hosted close to 400 insurance professionals at the third Director's Regulatory Summit last Thursday in Kansas City. The Summit allowed representatives of Missouri's insurance industry to meet state regulators, discuss best practices for compliance with state insurance laws and learn about emerging issues impacting the industry.

The Summit featured breakout sessions and roundtable discussions with industry and department leadership. The daylong conference also gave industry representatives an opportunity to speak directly to their regulators.

"This was our third Summit and each one has further developed a frank dialogue on emerging issues and trends between regulators and the insurance industry," said John Huff, director of the Insurance Department. "This Summit's topics, particularly the sessions on the cyber insurance market and NARAB II, will have significant impacts to the insurance industry."

State insurance commissioners from Colorado, Kansas and Minnesota joined Huff along with the National Association of Insurance Commissioners COO Andy Beal, National Insurance Producer Registry Executive Director Karen Hornig, and NARAB nominees Robert Suglia and Heather Steinmiller for the keynote address on the National Association of Registered Agents and Brokers Act (NARAB II), a major initiative enacted by the federal government in 2015 establishing a national clearinghouse to streamline insurance non-resident producer licensing throughout the country.

A Summit highlight was an overview of the state of the economy by Kansas City Federal Reserve Bank CEO and President Esther George.





Veteran regulators from the department's Consumer Affairs, Market Regulation and Company Regulation divisions covered several topics, including:

- An overview of the various Missouri markets, highlighting competitive and challenging markets.
- Confidentiality and regulatory information sharing.
- Innovations impacting the industry predictive analytics and autonomous vehicles.
- 2016 legislative briefing
- Managing enterprise risk management.
- PBR 101.
- Federal and case law update.
- Life and health compliance connection.
- The property and casualty pulse.
- Property and casualty compliance connection.
- Representing the client in regulatory matters.
- The life and health pulse.
- Getting social with consumers.
- Under the microscope: managing market conduct risk.
- What's on the horizon of insurance regulation?

New to this Summit was a half-day Insurance Producer track. The producer track featured topics and issues of interest for licensed insurance agents. Two sessions formed the foundation of the producer track - "Producer Investigations and Disciplinary Actions 101" and "Trends & Transformations Impacting Today's Producer."

The Summit ended with a session on cybersecurity and the cyber insurance market. Data breaches are front page news nearly every day and, as a result the cyber insurance market is growing significantly. The session's goal was discuss the risks the insurance industry faces, what that risk means in terms of consumer and financial harm and the current status of the cyber insurance market.





# MISSOURI INSURANCE DEPARTMENT RETURNS RECORD-SETTING \$29 MILLION TO CONSUMERS IN 2016

Because of the work of the department's Consumer Affairs Division and Market Conduct Section, Missouri consumers and small businesses received an additional \$29 million from their insurance companies in 2016, exceeding the department's previous record of \$27.4 million set in 2014.

"Whether it's for themselves or for their business, the purchase of insurance for most Missourians is not a choice, it's a necessity," said Missouri Department of Insurance Director John M. Huff. "The Department is here to ensure consumers are treated fairly by their insurance company and to maintain a level playing field for all insurance companies to ensure our markets are competitive."

The monies were returned as a result of the Consumer Affairs Division's mediation work on complaints filed by consumers as well as the efforts of the Market Conduct Section that examines insurance company operations and practices to ensure compliance with Missouri insurance law.

In 2016, the Consumer Affairs Division, which was established by the Missouri Constitution, handled approximately 37,000 consumer contacts and received 3,908 formal complaints. Health complaints were the largest portion of the complaints with 1,371. Those included complaints like an insurance company that had denied coverage for a medication to treat a chronic condition. The insurance company argued that a different medication should be prescribed, but that drug interfered with the consumer's other prescribed medications. Because of the division's intervention, the company conducted an additional review. The company overturned their original denial and provided coverage for the preferred drug, which resulted in a \$74,797 recovery for the consumer.

The Department's market conduct section had a number of actions focused on workers' compensation insurance in 2016. Market Conduct found many instances where employers were overcharged for workers' compensation insurance by insurance companies failing to give premium credits to employers that were owed and through the use of incorrect classification codes and experience modification factors.

# DEPARTMENT HOSTS INTERNATIONAL FELLOW FROM BEIJING



The department hosted an International Fellow from Beijing China. Jia Jing is a member of the Inspection Bureau for the Chinese Insurance Regulator Commission. Jing spent five weeks with the department where she experienced work and life in the United States.

The International Fellows program was developed by the NAIC. The program was formally started in 2005 to advance working relations with foreign markets. The Fellows participate in a week-long orientation program in Kansas City and then they travel to different states to begin working in technical areas of their specialization.

"The International Fellows program presents insurance regulators from around the world with the opportunity to learn how the Missouri Department of Insurance operates first-hand," said Missouri Insurance Director John M. Huff. "It allows them to see how the regulatory environment in the United States differs from that of their home country and better understand how those differences impact the marketplace."

During Jing's time with the department, she was able to visit insurance companies from around the state. Jing visited the world's largest privately held independent insurance broker, Lockton in Kansas City. She also spent time at RGA in St. Louis, one of the largest life and health reinsurance companies in the world. Her final visit was to Shelter Insurance in Columbia where Jing was involved in discussions about life insurance, product pricing, claims investigation, and internal audit.

"I am so grateful to have this opportunity, I have known about the international fellows program for a long time and this year my dream came true," said Jing.

The International Fellows program, which has hosted nearly 250 participants from 32 countries, concludes in New York City where the NAIC will acknowledge the Fellows accomplishments with a ceremonial graduation dinner.

2016 News 11



Director
Carrie Couch

301 W. High Street, Room 530

Jefferson City, MO 65101



Main 573-751-4126 Hotline 800.726.7390



insurance.mo.gov



consumeraffairs@insurance.mo.gov

# INSURANCE

# **Division of Consumer Affairs**

# **Division Structure**

# Consumer Services Section

The Consumer Services Section mediates complaints filed by consumers against insurance companies. Actions by the section can result in insurers paying higher claim amounts to policyholders, reversing denials of coverage or other steps consistent with state law or specific insurance policies.

They educate consumers about insurance products through the department's <u>website</u>, provide on-site assistance following major storms, and participate in outreach events throughout the state.

Consumer Services also provides additional resources to individuals and employers to help them shop health care insurance options.

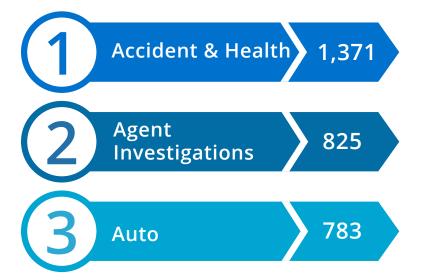
# **Investigations Section**

The Investigations Section handles complaints against insurance agents and agencies, bail bond agents, motor vehicle extended service contract sellers, and public adjusters.

To discipline an agent, the department, in most cases, must file a complaint with the Administrative Hearing Commission (a neutral, independent administrative tribunal), which determines whether there is cause for discipline. When cause is found, the department may suspend or revoke licenses, put a licensee on probation, order fines or order continuing education.

This section also investigates unlicensed activity and reviews agent license applications. In 2012, DIFP was given the authority to license and discipline motor vehicle extended service contract producers.

# REASONS FOR COMPLAINTS



The Division of Consumer Affairs provides consumer information and investigates consumer complaints against insurance companies and producers for most types of insurance. The Division works to respond promptly and completely to consumers' insurance-related questions and complaints, assist consumers in resolving those complaints whenever possible, and help consumers understand their options in handling insurance-related matters.

# RECORD SETTING

The department returned a record-setting \$29 million to consumers through consumer complaints and regulatory settlements.

\$29 MILLION









# TOP 4 ENFORCEMENT ACTIONS

Failure to make required disclosure on application/ misstatement on app.

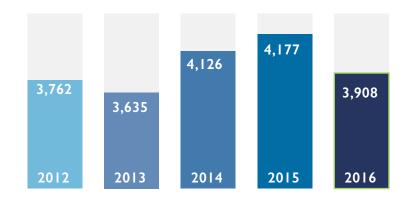
Criminal record/ history

**Demonstrated** lack of fitness or trustworthiness

Failure to timely file

### CONSUMER COMPLAINTS

The Division of Consumer Affairs receives phone calls on a variety of issues from consumers that include denial of claims, delay of claim processing, coverage questions and unsatisfactory settlements/offers.



Accident Agent Health Investigations

Auto

Life & annuities

TOP 4 CONSUMER COMPLAINTS





# Insurance **Consumer Hotline**

800-726-7390

Consumers with questions can call the Insurance Consumer Hotline or visit: insurance.mo.gov/consumers

# Enforcement actions: 232

Licenses suspended Licenses revoked

16 Licenses issued through

consent order

28 Licenses surrendered

**52** Applications refused

130 Agents fined

\$120,120 Total fines against agents

# **Agent investigations**



972 Investigations opened (Actions against agents: 234)

5,213 License applications reviewed (Had negative

background reported, regulatory actions or were under investigation)

# Consumer response



7,984 Formal complaints and inquiries opened

Consumers assisted by 19,998

phone

\$16.4M Consumer

restitution recovered



Director John Rehagen

301 W. High Street, Room 530

Jefferson City, MO 65101



Main

573-751-4126



insurance.mo.gov

# INSURANCE

# **Division of Company Regulation**

# **Division Structure**

## Admissions Section

This section issues licenses, called certificates of authority, to insurance companies doing business in Missouri. A license is issued after financial and policy analysts review a company's financial health, proposed forms and history.

# Captive Section

This section licenses and regulates captive insurers that operate in Missouri. Captives are a formalized form of self-insurance that provides risk management benefits for their owner, who is also the insured. Besides the benefits provided to their owners, captives pay premium tax to the state.

# Financial Analysis Section

This section monitors the solvency and legal compliance of all insurance companies doing business in Missouri.

# Insurance Regulatory Section

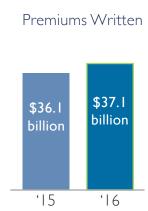
This section determines surplus lines premium taxes due to the state for non-admitted policies placed through brokers with surplus lines insurers or directly procured by insureds. The tax rate is five percent of premium for Missouri home state policies.

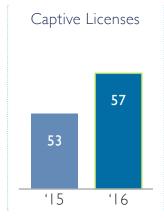
This section also enforces laws governing licensing and registration of nearly 1,000 regulated entities. This includes the registration and ongoing monitoring of surplus lines insurers and risk retention groups as well as non-insurance companies that provide insurance-related products or services. Examples are third party administrators, managing general agents, discount medical plans and reinsurance intermediaries.

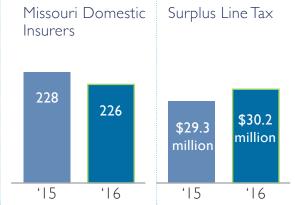
### Financial Examination Section

This section performs examinations of insurance companies headquartered or incorporated in Missouri. These are known as domestic insurers.









# **>>>**

# Financial Analysis Section

\$37.1 billion

Insurance premium sales

\$1.24 trillion

Total capital and surplus



# **Insurance Regulatory Section**

Surplus lines

premium tax.....\$30.2 m

Registered insurance-

related entities......855

\$6.06 trillion

Total admitted assets



# **Financial Admissions**

2,006

Total licensed insurers



# **Captive Section**

Captive premium

tax collected.....\$1.7 m

Licenses issued 2016.....4

Total licenses issued.....57

226

Domestic insurers

1465

Foreign (out of state) Insurers

315

Alien (non-US) Insurers

# Captive Licenses Issued

| Year | Licenses<br>issued | Captives |
|------|--------------------|----------|
| 2016 | 4                  | 57       |
| 2015 | 5                  | 53       |
| 2014 | 12                 | 48       |
| 2013 | 7                  | 36       |
| 2012 | 9                  | 29       |

# **>>>** Co

# Company Changes 2016

| Insurance companies admitted     | 29 |
|----------------------------------|----|
| Non-Insurance companies admitted | 38 |
| Mergers                          | 24 |
| Lines of authority added         | 3  |
| Company withdrawals              | 0  |



# Angela Nelson

301 W. High Street, Room 530

Jefferson City, MO 65101



573.751.3365

573.751.2430



insurance.mo.gov

# INSURANCE

# **Division of Market Regulation**

# **Division Structure**

# Market Conduct Section

Unlike the Division of Consumer Affairs, which handles individual complaints, the Market Conduct Section delves deep into the operations of insurance companies suspected of violating Missouri laws. Violations found during exams and investigations may result in restitution to policyholders, fines or both. Fines and penalties assessed by Market Conduct go to the Missouri State School Fund.

Market conduct consumer recoveries

2015

2016

Market conduct company fines

2015

2016

# **Property and Casualty Section**

This section reviews policies and rates for auto, homeowners, title, workers' compensation, commercial property, credit, malpractice insurance and more. If DIFP identifies potential violations in filings, insurance companies are notified and allowed the opportunity to correct the potential violation.

Property and Casualty 2016

Form, rule and rate filings received 5.506

Filings corrected 618

Pages of insurance filings reviewed: 332,963

Average time of first DIFP action

32

Filings with objections

Average processing time

> 36.7 days

Property and Casualty

5.595

2012

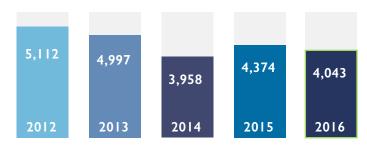
16

Form, rule and rate filings received.

6,790 6,406 6,470 5,506 2013 2014 2015 2016

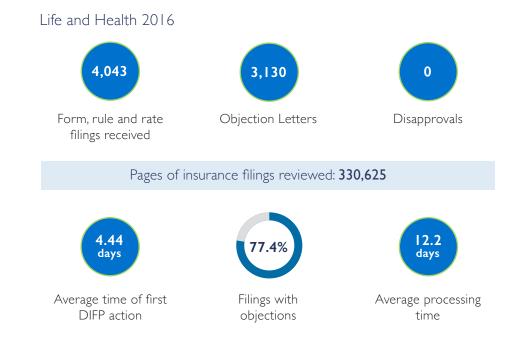
Life and Health

Form, rule and rate filings received.



### Life and Health Section

This section pre-approves all life and health insurance policy forms sold to Missourians. This prior approval requirement extends to group and individual health policies, annuities, prepaid dental plans, HMOs and others. Medigap rates must be approved by the section. Missouri law does not require rates to be filed for health insurance products. Missouri is the only state in the country that does not receive or review health insurance rate information.



### Statistics Section

The Statistics Section collects information, maintains databases and publishes reports on the insurance markets in Missouri. With this information, the department aims to facilitate the flow of insurance market information for consumers, insurance companies and departmental staff and to monitor the availability and affordability of insurance coverage in Missouri.



Complaint index

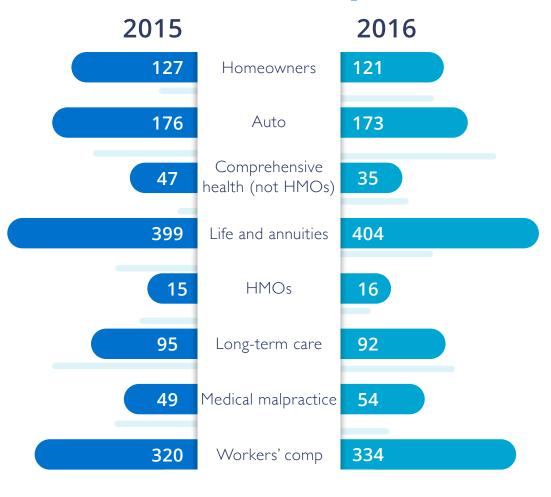
Market share

Supplement data reports for property & casualty and life & health

Market conduct annual statement

Autism report and ABA limits HMO report

# Insurance companies offering coverage in Missouri at start of year





# Director Grady Martin

301 W. High Street, Room 530

Jefferson City, MO 65101



573.751.4126



difp.mo.gov

# **ADMINISTRATION**

# **Division Structure**

# Budget and Regulatory Services Section

The section is responsible for the development and coordination of the department's annual operating budget and regulates and licenses insurance producers (agents and agencies) doing business in Missouri. This section is also responsible for the licensure and registration of public adjusters, bail bond agents, surety recovery agents, surplus lines producers, motor vehicle extended service contract producers and providers, service contract providers, vehicle protection product warrantors, portable electronics providers, life care providers, purchasing groups, advisory organizations, rating organizations, utilization review agents and navigators.

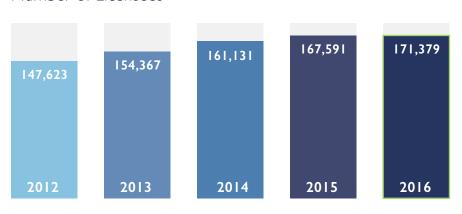
### General Services Unit

This unit is responsible for mailroom, fleet management, reception and record retention/archiving.

DIFP's fiscal year 2017 operating budget was \$41.8 million. The department receives no general revenue and is funded through fees from industries the department regulates.

| FY 2017 budget:<br>\$41.8 million |          |
|-----------------------------------|----------|
| Insurance                         | \$16.7 M |
| Professional<br>Registration      | \$14.8 M |
| Finance                           | \$9.0 M  |
| Credit Unions                     | \$1.3 M  |

# Number of Licensees



# \$268 million \$263 million \$2015

# Accounting and Fiscal Management

The section is responsible for the fiscal management of state insurance funds and federal grants, including accounts payable, accounts receivable, contracts and procurement, as well as overseeing the certification of premium taxes due to the state.

### **Human Resources Section**

This section administers employee pay and benefits, develops and implements employee policies and procedures, and recruits and trains employees.

# **CLAIM Program**

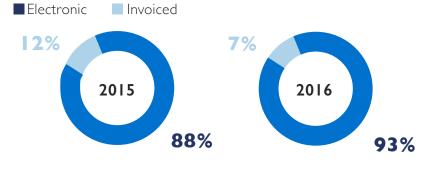
The Administration Division oversees the CLAIM Program, which provides free counseling for Missouri consumers with Medicare and their caregivers. CLAIM is funded by DIFP and the Administration for Community Living. Consumers can contact CLAIM by phone or online:

800-390-3330

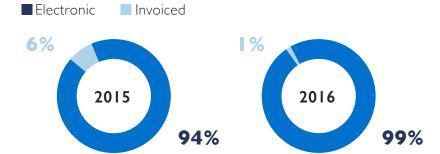




# Insurance Agents Applications



# Rate & Form Filings



# Total licensees 171,379

| Insurance agents150,858                                      |
|--|
| Insurance agencies13,916                                     |
| Bail bond agents894  |
| Navigators (individual)502                                   |
| Navigators (entity)78  |
| Public adjusters119  |
| Surplus lines producers 1,797                                |
| Service contract providers 51                                |
| Rating organizations21                                       |
| Advisory organizations8                                      |
| Purchasing groups276   |
| Life care providers  |
| Portable electronics28                                       |
| Limited lines self-service storage insurance producers 14    |
| Organizational credit business entity providers205           |
| Utilization review agents 103                                |
| Vehicle protection product warrantors44                      |
| Motor vehicle extended service contract individuals2,199     |
| Motor vehicle extended service contract business entities 96 |
| Motor vehicle extended service contract providers 159        |

2016 Administration 19



Acting Commissioner Christie Kincannon

301 W. High Street, Room 530

Jefferson City, MO 65101



573.751.3242



finance.mo.gov



finance@dof.mo.gov

# FINANCE

The Missouri Division of Finance regulates state-chartered banks, trust companies, consumer credit facilities, mortgage brokers, and savings and loan institutions. Primary objectives include ensuring the safety and soundness of those institutions and the monitoring of compliance with laws and regulations, thereby safeguarding the funds of depositors and maintaining public confidence in Missouri's financial system.

# **Division Structure**

### Banks and Trust Section

This section regulates and examines state-chartered banks and trust companies for solvency to protect depositors. Banks can choose either a federal or a state charter, and about 95 percent of banks in Missouri are state-chartered.

Federally chartered banks are regulated by the Office of the Comptroller of the Currency. Customer deposits are insured by the Federal Deposit Insurance Corp. (FDIC). The section also regulates five state-chartered savings and loan associations. Federal savings institutions are regulated by the Office of the Comptroller of Currency.

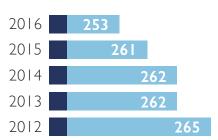
### **Consumer Credit Section**

This section enforces state and federal laws governing consumer transactions, including Truth-in-Lending and anti-discrimination laws. It also handles consumer complaints and inquiries.

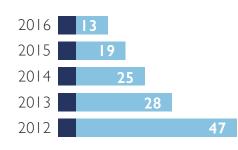
Companies licensed and examined by this section include payday lenders, title lenders, consumer installment lenders, small loan companies, debt adjusters and companies that issue money orders, traveler's checks or transmit funds electronically.

The section also enforces antidiscrimination (redlining) laws for state-regulated lenders and mortgage brokers. These laws prohibit discrimination in residential real estate loans based on property location, race, age, sex, marital status, religion or national origin of the borrower.

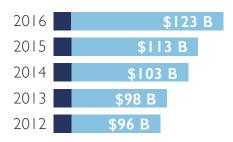
### Number of State Chartered Banks



## Number of Priority Banks



### State Chartered Banks Assets



# Mortgage Licensing Section

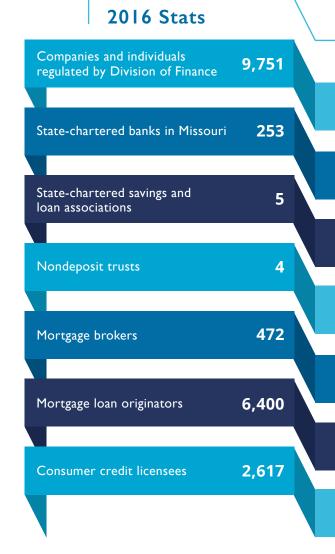
This section regulates mortgage brokers and mortgage loan originators through licensing and onsite exams. A mortgage broker is a company and a mortgage originator is an individual employed by a mortgage broker. Bank and credit union employees are exempt from licensing.

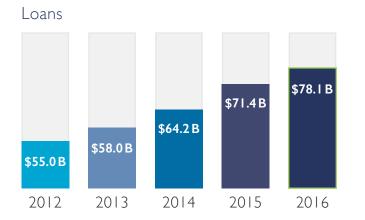
The section investigates license applicants for criminal history, general fitness, experience and financial responsibility (including credit history). Examinations of licensed companies are conducted to determine their adherence with a multitude of state and federal compliance laws.

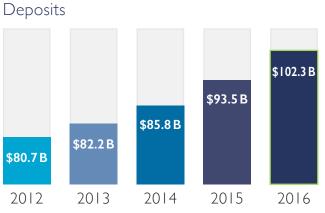
# Companies licensed by the Consumer Credit Section

| 704 | Payday lenders  |
|-----|---|
| 927 | Consumer installment lenders  |
| 462 | Small loan lenders  |
| 54  | Title loan lenders  |
| 185 | Motor vehicle time sale lenders   |
| 84  | Missouri financing institutions   |
| 62  | Premium finance companies   |
| 114 | Companies that issue travelers checks, money orders, or electronically send funds |
| 25  | Credit service organization   |

Missouri ranks third in the nation in the number of state-chartered banks and fifth in the number of total banks with 253.







2016 Finance 21



**Director Ken Bonnot** 

301 W. High Street, Room 530

Jefferson City, MO 65101



573.751.3419



cu.mo.gov



cu@cu.mo.gov

# **CREDIT UNIONS**

The Division of Credit Unions is the regulatory agency responsible for the examination, supervision, chartering, merger and liquidation of all statechartered credit unions. The division also responds to consumer requests or complaints in regard to credit union services or operations. The entire cost of the agency is reimbursed to the state through fees and assessments paid by the credit unions.

The division is an accredited agency through the National Association of State Credit Union Supervisors. All deposits are insured up to \$250,000 by the National Credit Union Share Insurance Fund, operated by the National Credit Union Administration, an agency of the federal government.

# **Division Structure**

# **Protecting Missouri depositors**

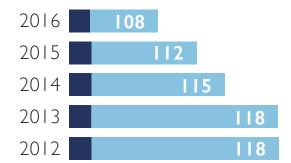
This division regulates and examines state-chartered credit unions for solvency to protect depositors. The division also responds to consumer inquiries and complaints about credit unions.

Credit unions can choose to be state or federally chartered. Federally chartered credit unions are regulated by the National Credit Union Administration. Customer deposits are insured by the

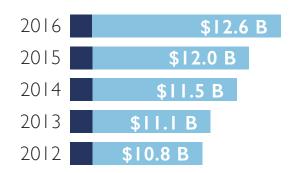
National Credit Union Share Insurance Fund, similar to the FDIC.

The division proactively performs offsite monitoring on an ongoing basis to help identify increasing risk. Credit unions facing financial, operational or compliance problems receive increased attention, which may come in the form of enforcement actions.

# Credit Unions



# Credit Union Assets



22

2016

# Consumer Complaints 2015 2016 92

# Loans

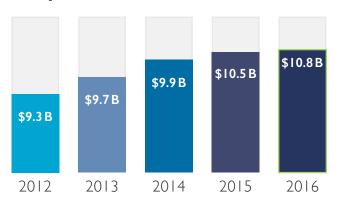




# We're No.6

- Missouri ranks sixth in the nation in the number of statechartered credit unions with 108.
- About 1.4 million people are members of credit unions in Missouri.

# **Deposits**







Director Katie Steele Danner

3605 Missouri Blvd.

P.O. Box 1335

Jefferson City, MO 65102



573.751.0293



pr.mo.gov



profreg@pr.mo.gov

247
Professions licensed

40

Boards and commissions supported

# PROFESSIONAL REGISTRATION

# **Division Structure**

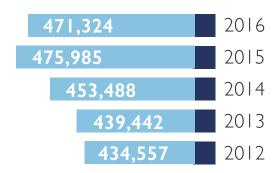
# Board licensing, discipline

Licensing and discipline are handled by 40 boards housed within the division. Boards review applications, issue licenses, and investigate and discipline licensed professionals and businesses. The division's 239 board members are appointed by the governor with the consent of the state senate for terms established by statutes governing each board. The division receives no general revenue and is fully funded by the fees paid by licensees.

The division's Administrative Unit includes the division director and provides assistance with human resources, budget, legislation, legal counsel, information technology and other functions to all boards.

Some boards have dedicated investigators and inspectors, while others use the division's Central Investigative Unit. These teams respond to complaints about licensees and inspect salons, barber shops, funeral homes, tattoo shops and other facilities to check for compliance with state laws and regulations.

# Licensees



# Disciplinary procedures

To discipline a licensee, boards in most cases must file a complaint with the Administrative Hearing Commission (part of the Office of Administration), which determines whether there is cause for discipline. When cause is found, boards can suspend or revoke licenses, censor or reprimand a licensee or put them on probation.

Through education and discipline, the professional licensing boards emphasize compliance with the laws and regulations of each profession. As a result, licensees better understand the regulations governing their professions, provide improved service for Missourians and generate fewer consumer complaints.

\$17.7m

Licensing fees collected

# Discipline Initiated



The state's professional licensing boards and commissions inspect everything from financial operations of CPAs to hygienic practices of hair salons and tattoo artists. The division regulates 471,324 individuals and companies.

| Accountants and Accountancy Firms  | 21,919 | Hearing Instrument Specialists                       | 28               |
|--|--------|--|------------------|
| -  | 140    | Interior Designers                                   | -                |
| Acupuncturists   | 140    | Interpreters   | 70               |
| Athlete agents   | 63     | <ul> <li>Marital and Family Therapists</li> </ul>    | 30               |
| Athletics:<br>Professional Boxers,<br>Wrestlers and Mixed Martial Arts                                     | 1,364  | Massage Therapists                                   | 7,2 <sup>-</sup> |
| Architects, Professional   | 26,889 | Nurses   | 142,38           |
| Engineers, Professional Land<br>Surveyors & Professional Landscape   |        | Occupational Therapists                              | 5,43             |
| Behavior Analysts  | 403    | Optometrists   | 1,3              |
| Chiropractors  | 2,500  | Pharmacists, Pharmacies and Pharmacy Technicians     | 38,30            |
| Cosmetologists and<br>Barbers  | 80,372 | Podiatrists  | 36               |
| Professional Counselors  | 6,277  | Private Investigators and Private Fire Investigators | 88               |
| Dentists and<br>Dental Hygienists  | 15,463 | Psychologists  | 2,17             |
| Dietitians   | 2,086  | Real Estate Appraisers                               | 2,48             |
| Embalmers and<br>Funeral Directors   | 6,154  | Real Estate Agents and Brokers                       | 39,52            |
| Cemeteries (endowed care)  | 126    | Respiratory Care Practitioners                       | 4,36             |
| Geologists   | 908    | Social Workers (clinical)                            | 8,33             |
| Healing Arts: Physicians and Surgeons  | 45,489 | Tattoo, Body Piercing and Branding Artists           | 1,6              |
| Physician Assistants Physical Therapists and Assistants Speech Language Pathologists Clinical Audiologists | 5      | Veterinarians and Vet Technicians                    | 5,40             |
| Clinical Perfusionists Anesthesiologist Assistants Audiologists Athletic Trainers                          |        | TOTAL 47   | '1,32            |

**Athletic Trainers** 



# **2017 DEPARTMENT LEADERSHIP TEAM**



Chlora Lindley -Myers

Department Director



Christie Kincannon

Deputy Director & General Counsel



**Rich Lamb** 

Legislative Director



**Carrie Couch** 

Insurance Consumer Affairs Director



Angela Nelson

Insurance Market Regulation Director



John Rehagen

Insurance Company Regulation Director



**Grady Martin** 

Administration Director



Lori Croy

Communications Director



Lee R. Keith

Acting Finance Commissioner



**Ken Bonnot** 

Credit Unions Director



Katie Steele Danner

Professional Registration Director

## NAMING OF CHLORA LINDLEY-MYERS AS DIRECTOR



Chlora Lindley-Myers was appointed director of the Missouri Department of Insurance, Financial Institutions and Professional Registration on March 6, 2017. She was confirmed by the Missouri Senate on April 13, 2017. She leads the department that protects consumers and ensures a strong and stable insurance market through the regulation of professionals and businesses that impact Missourians' lives daily.

Chlora Lindley-Myers has served in several senior positions in the legislative, judicial and executive branches of government. She has also been a leader in regulatory and insurance industries, as well as within the National Association of Insurance Commissioners (NAIC). At the Tennessee Department of Commerce and Insurance, Chlora oversaw the Insurance, Securities, Tennessee Law Enforcement Academy, TennCare Oversight divisions as well as the Human Resources and Legislative functions.

She served, in Kansas City, as the Director of Consumer Protection and Anti-Fraud Division of the NAIC, and as Chief Compliance Officer

of Examinations for the Kentucky Department of Insurance, where she was responsible for the administration and oversight of market conduct examinations.

Chlora also served as the Property and Casualty Section Chief for the Missouri Department of Insurance, where she was responsible for regulating all of the property and casualty insurance forms, rates, filings and policies issued in the state. She holds an undergraduate degree from Mount Holyoke College in Massachusetts and a law degree from the University of Connecticut. Chlora is licensed to practice law in various states, including Missouri. She has received national recognition for her work. As the Deputy Commissioner of Tennessee's Department of Commerce and Insurance, she was awarded the Robert Dineen Award for Outstanding Service and Contribution to the State Regulation of Insurance.



# DEPARTMENT HOSTS INTERNATIONAL FELLOW FROM BEIJING



The NAIC International Fellows Program was created to advance our working relationships with foreign markets by focusing on the exchange of regulatory techniques and technology. DIFP was pleased to be the host department for one of the eleven program Fellows participating this fall.

The Fellows began by gathering in Kansas City for a week-long orientation program before traveling to their host states to spend four-five weeks working in areas representing their specialization. Each Fellow was paired with a state insurance department staff member who served as their mentor during this visit.

DIFP was pleased to serve as a host destination for Khattiyapong Rungboonkong ("Fiat") who came to us from Thailand. Thank you to Carrie Couch, Director of Consumer Affairs, for serving as his coach and mentor during this visit.

# MISSOURI DIVISION OF CREDIT UNIONS REACCREDITED BY NASCUS

The division has been accredited since 1990. Missouri now sixth in nation for state chartered credit unions.

The Missouri Division of Credit Unions has again achieved national accreditation by the National Association of State Credit Union Supervisors (NASCUS). NASCUS accreditation is an independent review that ensures the agency's policies and procedures meet the highest professional standards. The division was the fifth state credit union regulatory agency in the nation to receive accreditation in 1990, maintaining its accredited status every five years.

"National accreditation is a significant achievement for our agency. Our staff is to be commended for this accomplishment, as they take great pride in fulfilling their roles in safeguarding the deposits of Missouri's 1.4 million credit union members," said Ken Bonnot, Director of the Missouri Division of Credit Unions. "Accreditation provides assurance that our state-chartered credit unions in Missouri are properly examined and supervised in the most effective and efficient manner."

The accreditation process reviews all aspects of the Division's operations, including its mission, funding, policies, procedures and statutory authorities. A team of state regulators from across the nation performs the review with the results being submitted to the Performance Standards Committee of NASCUS, which votes on the final accreditation decision. "Being accredited is a significant achievement for a state supervisory agency as it ensures effective, sound and uniform supervision across the nation's state credit union system," said Lucy Ito, NASCUS President and CFO.

Missouri ranks sixth in the nation in the number of state-chartered credit unions with 108 having cumulative assets of nearly \$13 billion. Deposits are insured by the National Credit Union Share Insurance Fund (NCUSIF) up to \$250,000, just as bank deposits are insured by the FDIC to the same limit.

2017 News 2

# MISSOURI DEPARTMENT OF INSURANCE RECEIVES RE-ACCREDITATION FROM NAIC

The Financial Regulation Standards and Accreditation (F) Committee of the National Association of Insurance Commissioners (NAIC) voted to re-accredit the DIFP for a full 5 years on December 1, 2017. This is the highest recommendation level from the F Committee. This certifies the DIFP is meeting a standard that ensures all other states can rely on the department's work and demonstrates our statutory and administrative authority to regulate an insurer's corporate and financial affairs.

A system of effective solvency regulation provides crucial safeguards for insurance consumers as consumers benefit when the insurance industry is strong enough financially to be able to pay and settle claims in a timely manner.

The accreditation program also allows for inter-state cooperation and reduces regulatory redundancies. All accredited states require financial examinations on all companies that are licensed in the state; however, in lieu of performing its own examination, a state may accept the examination report prepared by an accredited insurance department. This keeps costs low for companies and consumers, allowing other states to rely on the work performed by our department rather than conducting their own examination and analysis. This saves millions of dollars in duplicative costs.

"Maintaining accreditation through the NAIC is one of the most important things the department can do to ensure there is a healthy and competitive insurance market in Missouri" says DIFP Director Chlora Lindley-Myers. "I congratulate my staff for their conscientious efforts in support of state regulations and their commitment to both consumers and the companies serving them. I am committed to providing a department that is accountable to our stakeholders and operates in a transparent and consistent manner that is good for our citizens and encourages insurers to locate and conduct business in our state."

# MISSOURI INSURANCE DEPARTMENT PARTICIPATING IN RESOURCE CENTERS TO ASSIST RESIDENTS

Consumer specialists from the Missouri Department of Insurance went to Multi-Agency Resource Centers (MARC) to assist residents impacted by storm damage and flooding.





# MILLIONS RETURNED TO CONSUMERS WITH THE HELP OF MISSOURI DEPARTMENT OF INSURANCE

Because of the work of the department's Consumer Affairs Division and Market Conduct Section, Missouri consumers received an additional \$16.8 million from their insurance companies in 2017.

"The department is here to ensure Missouri consumers are treated fairly", said Chlora Lindley-Myers, Director of the Missouri Department of Insurance. "And when they come to an impasse with their insurance company, we are a free resource to help resolve that dispute."

The monies were returned as a result of the Consumer Affairs Division's mediation work on complaints filed by consumers as well as the efforts of the Market Conduct Section that examines insurance company operations and practices to ensure compliance with Missouri insurance law.

In 2017, the Consumer Affairs Division, which was established by the Missouri Constitution, handled approximately 35,000 consumer contacts, received 3,574 formal complaints and returned over \$8.5M to Missourians. Health complaints were the largest portion of the complaints with 1,270. Those included concerns about a company determining that a prescription was not medically necessary or a consumer learning that his or her coverage had been terminated just days prior to a scheduled procedure. Because of the division's intervention, an additional review was conducted in each of these cases and a needed drug was approved resulting in an over \$112,000 recovery for the consumer and a reinstatement of a policy when it was most needed.

And when disaster strikes, the division is a presence for those affected, participating in over 24 Multi-Agency Resource Centers across the state in 2017. This was in addition to other scheduled outreach events, providing important insurance education and outreach to thousands of Missourians.

The Department's market conduct section focuses on identifying and resolving systemic issues that impact Missouri insurance consumers. In some instances, market conduct actions may originate from consumer complaints that have been filed with the Department's Consumer Affairs Division. In other instances, the issues are identified through monitoring insurance company activities in the insurance marketplace. In 2017, the Market Conduct Division recovered over \$8.3 million to Missouri consumers.

"Market conduct serves two important roles in the insurance market. The first is to address issues that impact numerous consumers in the market and which may involve violations of law that consumers may not know to complain about," says Director Lindley-Myers. "The second is to ensure a level playing field for all insurance companies, which encourages competition in the market. Missouri consumers directly benefit from a competitive insurance market when they have more choices in insurance products, companies and better premiums."

A comprehensive list of enforcement and market conduct actions taken by the department is available on the department's website.

2017 News 3



# Director Carrie Couch

301 W. High Street, Room 530

Jefferson City, MO 65101



Main 573-751-4126 Hotline 800.726.7390



insurance.mo.gov



consumeraffairs@insurance.mo.gov

# INSURANCE

# **Division of Consumer Affairs**

# **Division Structure**

# **Consumer Services Section**

The Consumer Services Section mediates complaints filed by consumers against insurance companies. Actions by the section can result in insurers paying higher claim amounts to policyholders, reversing denials of coverage or other steps consistent with state law or specific insurance policies.

They educate consumers about insurance products through the department's website < link to site >, provide on-site assistance following major storms, and participate in outreach events throughout the state. Consumer Services also provides additional resources to individuals and employers to help them shop health care insurance options.

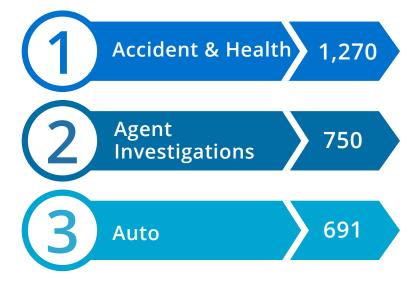
# **Investigations Section**

The Investigations Section handles complaints against insurance agents and agencies, bail bond agents, motor vehicle extended service contract sellers, and public adjusters.

To discipline an agent, the department, in most cases, must file a complaint with the Administrative Hearing Commission (a neutral, independent administrative tribunal), which determines whether there is cause for discipline. When cause is found, the department may suspend or revoke licenses, put a licensee on probation, order fines or order continuing education.

This section also investigates unlicensed activity and reviews agent license applications. In 2012, DIFP was given the authority to license and discipline motor vehicle extended service contract producers.

# REASONS FOR COMPLAINTS



The Division of Consumer Affairs provides consumer information and investigates consumer complaints against insurance companies and producers for most types of insurance. The Division works to respond promptly and completely to consumers' insurance-related questions and complaints, assist consumers in resolving those complaints whenever possible, and help consumers understand their options in handling insurance-related matters.









## TOP 4 ENFORCEMENT ACTIONS

Failure to make required disclosure on application/ misstatement on app.

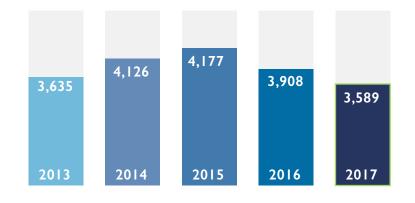
Criminal record/ history

Failure to timely file

Demonstrated lack of fitness or trustworthiness

## CONSUMER COMPLAINTS

The Division of Consumer Affairs receives phone calls on a variety of issues from consumers that include denial of claims, delay of claim processing, coverage questions and unsatisfactory settlements/offers.



Accident Health

Agent Investigations

Auto

Life & annuities

# TOP 4 CONSUMER COMPLAINTS









# Insurance Consumer Hotline

800-726-7390

Consumers with questions can call the Insurance Consumer Hotline or visit: insurance.mo.gov/consumers

# **Enforcement actions**



Licenses suspendedLicenses revoked

Licenses issued through

consent order

20 Licenses surrendered71 Applications refused

Agents fined

**\$47,725** Total fines against agents

# **Agent investigations**



836 Investigations opened

5,919

License applications reviewed (Had negative background reported, regulatory actions or were under investigation)

# Consumer response



**6,330** Formal complaints and inquiries opened

18,435 Consumers assisted by phone

8.47M Consumer

restitution recovered



Director John Rehagen

301 W. High Street, Room 530

Jefferson City, MO 65101



Main

573-751-4126



insurance.mo.gov

# INSURANCE

# **Division of Company Regulation**

# **Division Structure**

### **Admissions Section**

This section issues licenses, called certificates of authority, to insurance companies doing business in Missouri. A license is issued after financial and policy analysts review a company's financial health, proposed forms and history.

# Captive Section

This section licenses and regulates captive insurers that operate in Missouri. Captives are a formalized form of self-insurance that provides risk management benefits for their owner, who is also the insured. Besides the benefits provided to their owners, captives pay premium tax to the state.

# Financial Analysis Section

This section monitors the solvency and legal compliance of all insurance companies doing business in Missouri.

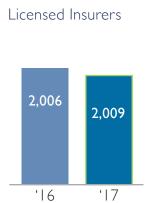
# Insurance Regulatory Section

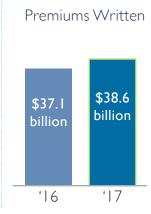
This section determines surplus lines premium taxes due to the state for non-admitted policies placed through brokers with surplus lines insurers or directly procured by insureds. The tax rate is five percent of premium for Missouri home state policies.

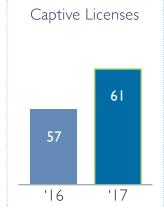
This section also enforces laws governing licensing and registration of nearly 1,000 regulated entities. This includes the registration and ongoing monitoring of surplus lines insurers and risk retention groups as well as non-insurance companies that provide insurance-related products or services. Examples are third party administrators, managing general agents, discount medical plans and reinsurance intermediaries.

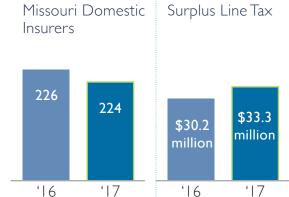
### Financial Examination Section

This section performs examinations of insurance companies headquartered or incorporated in Missouri. These are known as domestic insurers.











\$38.6 billion

Insurance premium sales

\$1.31 trillion

Total capital and surplus

\$6.39 trillion

Total admitted assets



# **Insurance Regulatory Section**

Surplus lines

premium tax......\$33.3 m

Registered insurance-

related entities......857



# **Financial Admissions**

2,009

Total licensed insurers



# **Captive Section**

Captive premium tax collected......\$1.8 m

Licenses issued 2017.....4

Total licenses issued......61

224

Domestic insurers

1,443 Foreign (out of state) Insurers

317

Alien (non-US) Insurers

# Captive Licenses Issued

| Year | Licenses<br>issued | Captives |
|------|--------------------|----------|
| 2017 | 4                  | 61       |
| 2016 | 4                  | 57       |
| 2015 | 5                  | 53       |
| 2014 | 12                 | 48       |
| 2013 | 7                  | 36       |

# **>>>** Co

# Company Changes 2017

| Insurance companies admitted     | 41 |
|----------------------------------|----|
| Non-Insurance companies admitted | 28 |
| Mergers                          | 27 |
| Lines of authority added         | 3  |
| Company withdrawals              | 0  |



# Angela Nelson

301 W. High Street, Room 530

Jefferson City, MO 65101



573.751.3365

573.751.2430



insurance.mo.gov

# INSURANCE

# **Division of Market Regulation**

# **Division Structure**

# **Market Conduct Section**

Unlike the Division of Consumer Affairs, which handles individual complaints, the Market Conduct Section delves deep into the operations of insurance companies suspected of violating Missouri laws. Violations found during exams and investigations may result in restitution to policyholders, fines or both. Fines and penalties assessed by Market Conduct go to the Missouri State School Fund.

Market conduct consumer recoveries

2016 \$13.4 million

2017

\$8.4 million

Market conduct company fines

2016 \$2.9 million

2017

\$192 thousand

# **Property and Casualty Section**

This section reviews policies and rates for auto, homeowners, title, workers' compensation, commercial property, credit, malpractice insurance and more. If DIFP identifies potential violations in filings, insurance companies are notified and allowed the opportunity to correct the potential violation.

Property and Casualty 2017

Form, rule and rate filings received



Filings corrected



Pages of insurance filings reviewed: 332,963

Average time of first DIFP action

31 days

Filings with objections

57%

Average processing time

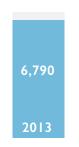
38 days

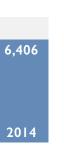
Property and Casualty

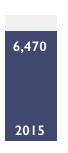
Form, rule and rate filings received.

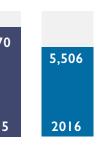
Life and Health

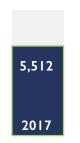
Form, rule and rate filings received.

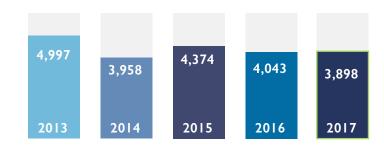






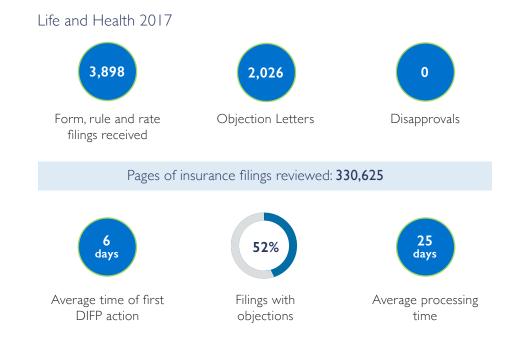






### Life and Health Section

This section pre-approves all life and health insurance policy forms sold to Missourians. This prior approval requirement extends to group and individual health policies, annuities, prepaid dental plans, HMOs and others. Medigap rates must be approved by the section. Missouri law does not require rates to be filed for health insurance products. Missouri is the only state in the country that does not receive or review health insurance rate information.



### Statistics Section

The Statistics Section collects information, maintains databases and publishes reports on the insurance markets in Missouri. With this information, the department aims to facilitate the flow of insurance market information for consumers, insurance companies and departmental staff and to monitor the availability and affordability of insurance coverage in Missouri.

# Annually generated reports

Complaint index

Market share

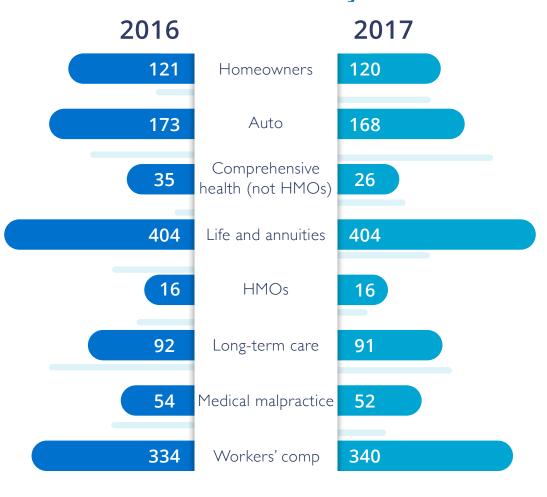
Supplement data reports for property & casualty and life & health

Market conduct annual statement

Autism report and ABA limits HMO report

See the full list

# Insurance companies offering coverage in Missouri at start of year





# Director Grady Martin

301 W. High Street, Room 530

Jefferson City, MO 65101



573.751.4126



difp.mo.gov

# **ADMINISTRATION**

# **Division Structure**

# Budget and Regulatory Services Section

The section is responsible for the development and coordination of the department's annual operating budget and regulates and licenses insurance producers (agents and agencies) doing business in Missouri. This section is also responsible for the licensure and registration of public adjusters, bail bond agents, surety recovery agents, surplus lines producers, motor vehicle extended service contract producers and providers, service contract providers, vehicle protection product warrantors, portable electronics providers, life care providers, purchasing groups, advisory organizations, rating organizations, utilization review agents and navigators.

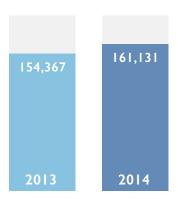
### General Services Unit

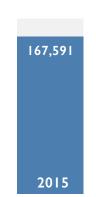
This unit is responsible for mailroom, fleet management, reception and record retention/archiving.

DIFP's fiscal year 2018 operating budget was \$43.8 million. The department receives no general revenue and is funded through fees from industries the department regulates.

| FY 2018 budget:<br>\$43.8 million |          |
|-----------------------------------|----------|
| Insurance                         | \$16.6 M |
| Professional<br>Registration      | \$16.9 M |
| Finance                           | \$9.0 M  |
| Credit Unions                     | \$1.3 M  |

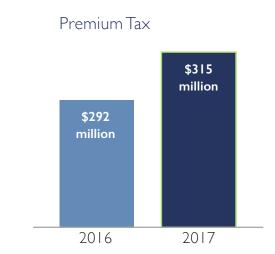












# Accounting and Fiscal Management

The section is responsible for the fiscal management of state insurance funds and federal grants, including accounts payable, accounts receivable, contracts and procurement, as well as overseeing the certification of premium taxes due to the state.

### **Human Resources Section**

This section administers employee pay and benefits, develops and implements employee policies and procedures, and recruits and trains employees.

# **CLAIM Program**

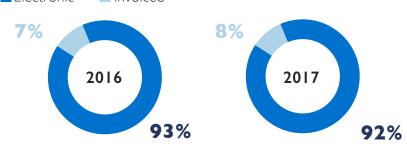
The Administration Division oversees the CLAIM Program, which provides free counseling for Missouri consumers with Medicare and their caregivers. CLAIM is funded by DIFP and the Administration for Community Living. Consumers can contact CLAIM by phone or online:

800-390-3330

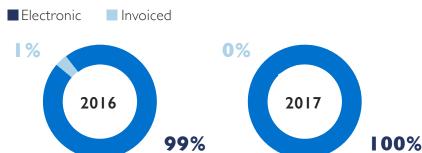
# missouriclaim.org

# CLAIM State Health Insurance Assistance Program

# Insurance Agents Applications Electronic Invoiced



# Rate & Form Filings



# Total licensees 178,049

| Insurance agents157,225                                       |
|---|
| Insurance agencies14,230                                      |
| Bail bond agents817   |
| Navigators (individual)316                                    |
| Navigators (entity) 48  |
| Public adjusters133   |
| Surplus lines producers 1,874                                 |
| Service contract providers 55                                 |
| Rating organizations22  |
| Advisory organizations 10                                     |
| Purchasing groups281  |
| Life care providers10   |
| Portable electronics23  |
| Limited lines self-service storage insurance producers 62     |
| Organizational credit business entity providers186            |
| Utilization review agents 109                                 |
| Vehicle protection product warrantors                         |
| Motor vehicle extended service contract individuals 2,342     |
| Motor vehicle extended service contract business entities 102 |
| Motor vehicle extended service contract providers 153         |

2017 Administration 39



Commissioner Lee R. Keith

301 W. High Street, Room 530

Jefferson City, MO 65101



573.751.3242



finance.mo.gov



finance@dof.mo.gov

# FINANCE

The Missouri Division of Finance regulates state-chartered banks, trust companies, consumer credit facilities, mortgage brokers, and savings and loan institutions. Primary objectives include ensuring the safety and soundness of those institutions and the monitoring of compliance with laws and regulations, thereby safeguarding the funds of depositors and maintaining public confidence in Missouri's financial system.

# **Division Structure**

### Banks and Trust Section

This section regulates and examines state-chartered banks and trust companies for solvency to protect depositors. Banks can choose either a federal or a state charter, and about 95 percent of banks in Missouri are state-chartered.

Federally chartered banks are regulated by the Office of the Comptroller of the Currency. Customer deposits are insured by the Federal Deposit Insurance Corp. (FDIC). The section also regulates five state-chartered savings and Ioan associations. Federal savings institutions are regulated by the Office of the Comptroller of Currency.

### Consumer Credit Section

This section enforces state and federal laws governing consumer transactions, including Truth-in-Lending and anti-discrimination laws. It also handles consumer complaints and inquiries.

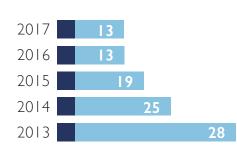
Companies licensed and examined by this section include payday lenders, title lenders, consumer installment lenders, small loan companies, debt adjusters and companies that issue money orders, traveler's checks or transmit funds electronically.

The section also enforces antidiscrimination (redlining) laws for state-regulated lenders and mortgage brokers. These laws prohibit discrimination in residential real estate loans based on property location, race, age, sex, marital status, religion or national origin of the borrower.

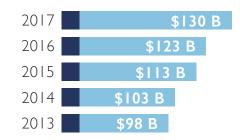
### Number of State Chartered Banks



## Number of Priority Banks



### State Chartered Banks Assets



# Mortgage Licensing Section

This section regulates mortgage brokers and mortgage loan originators through licensing and onsite exams. A mortgage broker is a company and a mortgage originator is an individual employed by a mortgage broker. Bank and credit union employees are exempt from licensing.

The section investigates license applicants for criminal history, general fitness, experience and financial responsibility (including credit history). Examinations of licensed companies are conducted to determine their adherence with a multitude of state and federal compliance laws.

# **Companies licensed by the Consumer Credit Section**

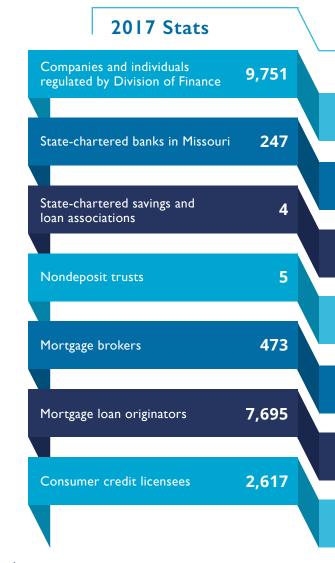
33

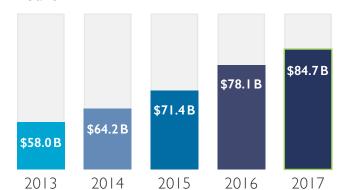
Loans

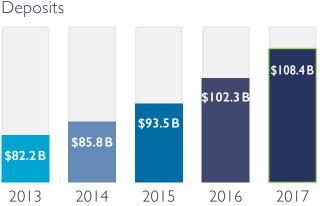
| 644 | Payday lenders  |
|-----|---|
| 926 | Consumer installment lenders  |
| 439 | Small loan lenders  |
| 43  | Title loan lenders  |
| 176 | Motor vehicle time sale lenders   |
| 77  | Missouri financing institutions   |
| 58  | Premium finance companies   |
| 126 | Companies that issue travelers checks, money orders, or electronically send funds |

Credit service organization

Missouri ranks third in the nation in the number of state-chartered banks and fifth in the number of total banks with 250







2017 Finance 41



# Director Ken Bonnot

301 W. High Street, Room 530

Jefferson City, MO 65101



573.751.3419



cu.mo.gov



cu@cu.mo.gov

# **CREDIT UNIONS**

The Division of Credit Unions is the regulatory agency responsible for the examination, supervision, chartering, merger and liquidation of all state-chartered credit unions. The division also responds to consumer requests or complaints in regard to credit union services or operations. The entire cost of the agency is reimbursed to the state through fees and assessments paid by the credit unions.

The division is an accredited agency through the National Association of State Credit Union Supervisors. All deposits are insured up to \$250,000 by the National Credit Union Share Insurance Fund, operated by the National Credit Union Administration, an agency of the federal government.

# **Division Structure**

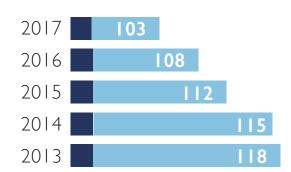
# **Protecting Missouri depositors**

This division regulates and examines state-chartered credit unions for solvency to protect depositors. The division also responds to consumer inquiries and complaints about credit unions.

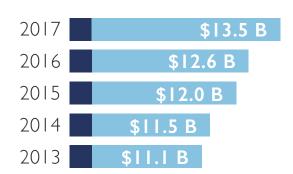
Credit unions can choose to be state or federally chartered. Federally chartered credit unions are regulated by the National Credit Union Administration. Customer deposits are insured by the National Credit Union Share Insurance Fund, similar to the FDIC.

The division proactively performs offsite monitoring on an ongoing basis to help identify increasing risk. Credit unions facing financial, operational or compliance problems receive increased attention, which may come in the form of enforcement actions.

# Credit Unions

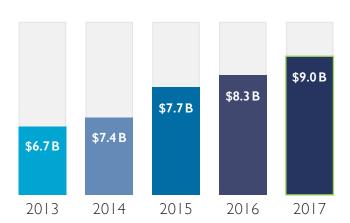


# Credit Union Assets





# Loans

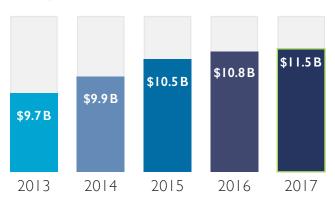




# We're No.7

- Missouri ranks seventh in the nation in the number of statechartered credit unions with 103.
- About 1.45 million people are members of credit unions in Missouri.

# **Deposits**





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Director Katie Steele Danner

3605 Missouri Blvd.

P.O. Box 1335

Jefferson City, MO 65102



573.751.0293



pr.mo.gov



profreg@pr.mo.gov

248
Professions licensed

41

Boards and commissions supported

# PROFESSIONAL REGISTRATION

# **Division Structure**

# Board licensing, discipline

Licensing and discipline are handled by 40 boards housed within the division. Boards review applications, issue licenses, and investigate and discipline licensed professionals and businesses. The division's 239 board members are appointed by the governor with the consent of the state senate for terms established by statutes governing each board. The division receives no general revenue and is fully funded by the fees paid by licensees.

The division's Administrative Unit includes the division director and provides assistance with human resources, budget, legislation, legal counsel, information technology and other functions to all boards.

Some boards have dedicated investigators and inspectors, while others use the division's Central Investigative Unit. These teams respond to complaints about licensees and inspect salons, barber shops, funeral homes, tattoo shops and other facilities to check for compliance with state laws and regulations.

# Disciplinary procedures

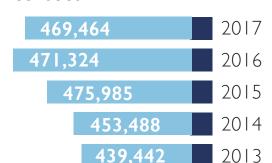
To discipline a licensee, boards in most cases must file a complaint with the Administrative Hearing Commission (part of the Office of Administration), which determines whether there is cause for discipline. When cause is found, boards can suspend or revoke licenses, censor or reprimand a licensee or put them on probation.

Through education and discipline, the professional licensing boards emphasize compliance with the laws and regulations of each profession. As a result, licensees better understand the regulations governing their professions, provide improved service for Missourians and generate fewer consumer complaints.

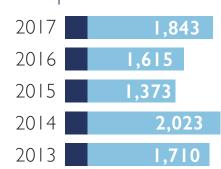
\$18.1m

Licensing fees collected

# Licensees



# Discipline Initiated



The state's professional licensing boards and commissions inspect everything from financial operations of CPAs to hygienic practices of hair salons and tattoo artists. The division regulates 469,464 individuals and companies.

| Accountants and Accountancy Firms  | 22,303        | Hearing Instrument Specialists                                   | 29     |
|--|---------------|--|--------|
| Acupuncturists   | 144           | Interior Designers   | -      |
| Athlete Agents   | 72            | Interpreters   | 71     |
|  |               | Marital and Family Therapists                                    | 30     |
| Athletics:<br>Professional Boxers,<br>Wrestlers and Mixed Martial Arts                                   | <b>1,973</b>  | Massage Therapists   | 6,42   |
| Architects, Professional   | 28,634        | Nurses   | 137,33 |
| Engineers, Professional Land<br>Surveyors & Professional Landscap  | oe Architects | <ul><li>Occupational Therapists</li></ul>                        | 5.61   |
| Behavior Analysts  | 443           | Optometrists   | 1,33   |
| Chiropractors  | 2,372         | Pharmacists, Pharmacies and Pharmacy Technicians                 | 35.97  |
| Cosmetologists and Barbers   | 81,194        | Podiatrists  | 36     |
| Professional Counselors  | 6,479         | Private Investigators and Private Fire Investigators             | 93     |
| Dentists and<br>Dental Hygienists  | 12,072        | Psychologists  | 2,20   |
| Dietitians   | 2,141         | Real Estate Appraisers   | 2,55   |
| Embalmers and<br>Funeral Directors   | 6,231         | <ul><li>Real Estate Agents<br/>and Brokers</li></ul>             | 41,17  |
| Cemeteries (endowed care)  | 129           | Respiratory Care Practitioners                                   | 4,45   |
| Geologists   | 828           | Social Workers (clinical)  | 8,55   |
| Healing Arts:<br>Physicians and Surgeons   | 45,020        | <ul><li>Tattoo, Body Piercing and<br/>Branding Artists</li></ul> | 1,72   |
| Physician Assistants Physical Therapists and Assistan Speech Language Pathologists Clinical Audiologists | its           | Veterinarians and Vet Technicians                                | 5,56   |
| Clinical Perfusionists Anesthesiologist Assistants Audiologists  |               | TOTAL 46   | 59,46  |



For questions about your insurance policy or to file a complaint against an insurance company or agent:

difp.mo.gov 800-726-7390

